



Human Resource Services

*Leaders in
Transforming
Human Resources
in Federal
Government*



CPS is a self-supporting public agency providing a full range of human resource services to the public and nonprofit sectors. We have unique expertise in delivering HR management and consulting services, employment testing, and assessment services to government agencies throughout North America. We assist organizations across the talent management continuum in recruiting, selecting, developing employees, and providing organizational assessment and development.

CPS provides a comprehensive array of HR services specifically for the Federal government. With decades of experience working both as Federal employees and outside of government, CPS utilizes its uniquely qualified consulting staff to partner with Federal agencies and deliver best-practices and customized services to meet their needs. We work collaboratively with our clients to create solutions that are innovative, yet practical, to meet the organization “where it is” while also moving it forward toward an optimal and transformational state. We do this by utilizing experienced professionals with a wide range of technical expertise. We pride ourselves in the quality of consultants we bring to our clients’ engagements. CPS knows how to integrate strategic planning, program management, human resources practices and financial requirements into one comprehensive plan that is consistent with your agency’s vision and mission.

TALENT MANAGEMENT CONTINUUM



Providing the complete range of human resource services for better recruitment, selection and development of employees.



ORGANIZATIONAL STRATEGY

At CPS, one of our greatest strengths is helping you plan, design and enact solutions that align with your organization's mission. We can help you decide what your workforce should look like, how the workload should flow and what measures of performance should be in place. We can help you develop an entire organizational strategy that includes:

- ◆ **Organizational Assessment, Redesign and Re-engineering**

- ❖ Strategic Planning
- ❖ Organizational Structure Alignment
- ❖ Process Analysis and Redesign
- ❖ Meeting Facilitation
- ❖ Cultural Change

- ◆ **Workforce Planning**

- ◆ **Succession Planning**

- ◆ **Competency Models**

- ❖ Gap Analysis

- ◆ **Performance Management**

- ◆ **Change Management**

CPS collaborated with the National Institute of Allergy and Infectious Diseases (NIAID) on the development and implementation of a standardized strategic workforce planning process to provide the data necessary to support alignment of the Institute's workforce with its scientific research agenda, strategic and operational priorities, and research program goals and objectives.





ACQUISITION

Your human resources are the most critical component in carrying out your strategic plan. Attracting, selecting and securing talent is time consuming and costly. That's why it's important to do it right the first time. CPS provides an array of services and products to help you acquire the employees you need. From entry-level testing to executive searches, we can help ensure that the decisions you make will translate into success for your agency. Our acquisition services include:



- ◆ **Recruitment**
 - ❖ **Sourcing**
 - ❖ **Diversity Outreach**
 - ❖ **Employment Branding**
 - ❖ **Executive Search**
- ◆ **Staffing & Classification Services**
- ◆ **Employment Selection & Testing**
 - ❖ **Structured Interviews**
 - ❖ **Job Analysis Studies**
 - ❖ **Off-the-Shelf & Customized Written Exams**
 - ❖ **Test & Test Program Administration**
- ◆ **Assessment Services**
 - ❖ **Assessment Centers for Selection & Promotion**

CPS partnered with the Transportation Security Administration (TSA) in the development, implementation and management of their hiring process. By redesigning and streamlining the hiring process and decreasing the time to hire a new employee by 10-15%, CPS reduced the total yearly cost of recruitment and assessment by millions of dollars. CPS also assisted TSA with computer-based testing (CBT) of more than 100,000 candidates per year nationwide for nearly 6 years using static, mobile and in-airport proctored testing facilities.





DEVELOPMENT

With so much at stake in your agency, hiring the right people isn't the only critical human resource decision you'll make. Of equal importance is ensuring that each employee's skills are being adequately matched and used within each position – that you've put the right people in the right places to serve your agency best. CPS will help you through the entire employee development cycle, starting with basic skills training for new employees, to leadership development for more senior staff. By committing to the entire lifecycle of employee development, we help you cultivate a staff who are motivated, skilled and productive. Development services include:



The Office of the Inspector General at the Department of Housing and Urban Development (HUD-OIG) contracted with CPS to create a Leadership Development Program (LDP) to prepare the next generation of HUD-OIG leadership. For this program, CPS developed and implemented a five-day residential program including a multi-rater tool, coaching, and mentoring. The CPS team worked with the HUD leadership development team to provide oversight to on-the-job experiences and work assignments, job rotation assignments, job shadowing, and the mentoring process.

- ◆ **Leadership & Management Development**
 - ❖ **Developmental Assessment Centers**
 - ❖ **Executive Coaching**
 - ❖ **Multi-rater Assessment (i.e., 360° Feedback)**
- ◆ **Employee Training**
- ◆ **Staff Development & Mentoring Programs**
- ◆ **Career Development**
- ◆ **Team Building & Facilitation**
 - ❖ **Retreats**



CPS
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RETENTION & DEPLOYMENT

You have your vision, your goal, your plan, and your talent. Now, the challenge is not only to develop and manage your exemplary staff but also to retain them. CPS has years of proven performance in helping to navigate public agencies through retention and deployment processes including:

- ◆ **Compensation**
- ◆ **Employee Relations**
- ◆ **Rules, Policies & Procedures Development**
 - ❖ **Standard Operating Procedures (SOPs)**
 - ❖ **Job Aids**
 - ❖ **Checklists**
- ◆ **HR Outsourcing**
 - ❖ **Staffing** (e.g. job announcements and application review)
 - ❖ **Classification** (e.g. job analysis and position descriptions)

CPS documented core administrative policies and procedures for the National Eye Institute (NEI), developing more than 150 standard operating procedures (SOPs) and job tools in the areas of human resources, travel, and procurement. These tools are accessible on the NEI intranet for use by scientific, professional and administrative staff Institute-wide.



MOBIS SCHEDULE

CPS provides Federal Supply Services under the General Services Administration (GSA) MOBIS Schedule (Contract # GS-10F-0437M). The MOBIS Schedule allows CPS to provide HR and management consulting services to federal agencies quickly and easily.

Consulting Services (SIN 874-1)

CPS provides expert advice, assistance, guidance and counseling in support of your management, organizational and business improvement efforts. Examples of this include:

- *strategic, business and action planning*
- *systems alignment*
- *cycle time*
- *high performance work*
- *leadership systems*
- *performance measures and indicators*
- *process and productivity improvement*
- *organizational assessments*
- *program audits, and evaluations*

Facilitation Services (SIN 874-2)

CPS provides facilitation and related decision report services to agencies engaged in collaboration efforts, working groups or integrated product, process or self-directed teams. We provide assistance in:

- *the use of problem solving techniques*
- *resolving disputes, disagreements, and divergent views*
- *providing a draft for the permanent record*
- *defining and refining the agenda*
- *logistical meeting/conference support when performing technical facilitation*
- *recording discussion content and focusing decision-making*
- *debriefing and overall meeting planning*
- *convening and leading large and small group briefings and discussions*
- *preparing draft and final reports for dissemination*

Survey Services (SIN 874-3)

CPS provides expert consultation, assistance and deliverables associated with all aspects of surveying within the context of MOBIS.

- *planning survey design*
- *defining and refining the agenda*
- *determining proper survey data collection methodology*
- *sampling; survey development*
- *survey database administration*
- *administering surveys using various types of data collection methods*
- *pretest/pilot surveying*
- *assessing reliability and validity of data*
- *analyses of quantitative and qualitative survey data*
- *production of reports to include, but not limited to: description and summary of results with associated graphs, charts, and tables; description of data collection and survey administration methods; discussion of sample characteristics and the representative nature of data; analysis of non-response; and briefings of results to include discussion of recommendations and potential follow-up actions*



FEDERAL CLIENT LIST

CPS HUMAN RESOURCE SERVICES' EVOLVING FEDERAL CLIENT LIST INCLUDES:

Department of Health and Human Services

National Institutes of Health

National Institute of Allergy and Infectious Diseases – Performance Management, Workforce Planning/Succession Planning, Competency Models, Job Analysis Studies, Standard Operating Procedures, Organizational Assessment and Development

Office of Workforce Effectiveness and Resources – Strategic Planning, Workforce Planning, Strategic Planning

Division of AIDS – Strategic Organizational and Management Assessment, Redesign and Implementation

Malaria Vaccine Development Branch – Leadership Development, Organizational Assessment

National Cancer Institute – Workforce Planning and Forecasting/Succession Planning, Ethics Support

National Human Genome Research Institute – Performance Management Training and Support

National Eye Institute – Rules, Policies and Procedures, Standardized Business Processes

National Institute on Aging, Office of Administrative Management – Organizational Assessment and Development, Re-engineering, Coaching, Strategic Planning, Executive Search, Departmental Reorganization

National Institute of Neurological Disorders and Stroke – Performance Management

NIH Clinical Center – Recruitment and Executive Search

Office of Human Resources – Rules, Policies and Procedures, Re-engineering, Facilitation

Training Center – Leadership Management and Development, Training and Development

Center for Scientific Review – Title 5 and Title 42 Recruitment Support

Foundation for National Institutes of Health – Performance Management, Employee Relations, Classification and Compensation Review, New Employee Handbook and Orientation

National Center for Research Resources – Ethics Program Support, Delegations of Authority

Office of Research Services – Workforce Planning/Succession Planning

Centers for Medicare and Medicaid Services – Extreme Hiring Makeover

Department of Homeland Security

Transportation and Security Administration – Employment Screening/Testing and Recruiting

Federal Flight Deck Officers – Employment Testing Services

Department of Housing and Urban Development – Leadership and Management Development

Department of Energy – Organizational Assessment/ Development (Assessment of the Executive Secretariat)

Department of Education – Extreme Hiring Makeover

National Aeronautics and Space Administration – SES Recruitment – Recruitment and Executive Search, Facilitation of ISO 9001 meetings

Social Security Administration – Employment Testing Services

National Nuclear Security Administration – Extreme Hiring Makeover

Nuclear Regulatory Commission – Facilitation, Strategic Planning

Environmental Protection Agency – Facilitation



OUR VISION

Enabling people to realize the promise of
public sector

OUR MISSION

Transform human resource management
in the public sector

OUR VALUES

Commitment to quality

Teamwork

Responsible participation

Ethical behavior

Productive & positive work environment

Open & honest communication

Diversity of people & ideas

Work/life balance



Human Resource Services

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